

**B.5.2 SIN 599-2, Travel Agent Services/Travel Management Center Services**

Also known as Travel Management Centers or TMCs, or Commercial Travel Offices or CTOs – the terms are interchangeable.

The prices below are inclusive of the \$1.50 IFF [please note, use SIN 599-1000 to fill out pricing for contract support items such as delivery fees, emergency or after hours services]. The Service Contract Act applies to SIN 599-2.

Description	Unit of Issue	Commercial Price	GSA Price
Full Service, Air/Rail, Domestic	Transaction A		
Full Service, Air/Rail, International	Transaction A		
Full Service, Hotel/Car Only, Domestic	Transaction B		
Full Service, Hotel/Car Only, International	Transaction B		
Self Service, Air/Rail, Domestic	Transaction A		
Self Service, Air/Rail, International	Transaction A		
Self Service, Hotel/Car, Domestic	Transaction B		
Self Service, Hotel/Car, International	Transaction B		
Fulfillment Only, ETS/DTS	Transaction A		
Fulfillment Only, ETS/DTS	Transaction B		

**B.5.2.1 DEFINITIONS:**

**Accommodated TMC:** A Travel Management Center (TMC) or Commercial Travel Office (CTO) that is under contract directly through the GSA Travel Services Schedule (TSS) and works closely with the E-Gov Travel Services (ETS) or Defense Travel System (DTS) contractor to provide a full range of travel services as described within the customer agency TSS task order.

**Airline Reporting Corporation (ARC):** An airline-owned company serving the travel industry with financial services, data products and services, ticket distribution, and settlement in the United States, Puerto Rico and the U.S. Virgin Islands.

**Centrally Billed Account:** A travel card/account established by the Contractor at the request of the agency/organization. These may be card/cardless accounts. Payments are made directly to the Contractor by the agency/organization.

**Churning:** The excessive changing, rebooking, and canceling of the same itinerary in the same Passenger Name Record (PNR) in order to hold the reservation.

**City Pair Program:** GSA's procurement program for air passenger transportation services. The GSA travel card or Government Transportation Request (GTR) is the only form of payment accepted under the City Pair Program.

**Contract Fare –** The Federal Government awarded airfares as it pertains to the City Pair Program Contract. Contract fares include Unrestricted (YCA), Capacity Controlled (\_CA) and Contract

Business (\_CB) fares.

**CONUS:** Within the 48 contiguous States and the District of Columbia.

**CORE HOURS:** Monday through Friday, 7:00 a.m. through 10:00 p.m., U.S. Eastern time, without supplementary costs to the Government

**Debit Memo:** Any written or electronically transmitted request from a carrier to a TMC for payment of any obligation arising under the ARC Agent Reporting Agreement, including penalties and fees charged including, but not limited to inaccurate reporting, prohibited booking practices, and ticketing in violation of applicable fare and tariff rules. Failure to pay a Debit Memo sent to it by a carrier may result in termination by the carrier of its appointment of the TMC as its agent, and withdrawal of its airline identification plate, effectively preventing the TMC from any further ticketing of reservations on the carrier.

**Dual Fares:** In certain markets, there are two awarded contract City Pair fares, including an unrestricted fare (YCA), and a capacity controlled fare (\_CA) with the number of seats available as the only restriction. Use of either fare satisfies the requirement to use the contract carrier. [The blank before CA (\_CA) refers to an alpha character variable that may be applied by various airlines.]

**Embedded E-Gov Travel Service (ETS) TMC:** A TMC that is a subcontractor directly to an ETS contractor in order to provide a full range of TMC services as described within the ETS Master Contract, and as specifically ordered through the customer agency ETS task order.

**Emergency Travel Service:** Emergency travel service provides reservation and ticketing support for travel needs meeting the following criteria: a) the call occurs before/after contract-defined established business hours and b) the travel will commence within the following 24 hours or the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the traveler cannot wait until the next business day to process reservations

**FEDROOMS®:** GSA's procurement program for individual lodging facilities in specific geographical areas of the Continental United States to provide Federal travelers with guaranteed rooms at guaranteed rates that are at or below the per diem rate.

**Fiscal Year:** October 1 through September 30 for the Government.

**Global Distribution System:** A computer reservation service/system (CRS), typically owned jointly by airlines or travel suppliers, that includes reservation databases for a large number of international airlines, rail carriers, lodging providers, rental car agencies, etc. GDSs are used by Travel Agencies to reserve worldwide travel accommodations for their customers.

**Government Transportation Request (GTR)** – Standard Form 1169, the Government document used to buy transportation services. GTRs are issued and used only for officially authorized passenger transportation for the account of the United States. GTRs may be used to pay for international air travel. For domestic air travel, GTRs may be used under special circumstances and for travel related expenses. Special domestic circumstances are defined as acts of God,

emergency situations, and when purchasing a domestic ticket in the USA in conjunction with travel that originated overseas

**Individually Billed Charge Card:** A Government contractor-issued charge card issued to authorized employees to pay for official travel expenses for which the charge card contractor bills the employee.

**Industrial Funding Fee (IFF):** The IFF reimburses the General Services Administration for the costs incurred in procuring and managing the Travel Services Solution Schedule.

**International Air Transportation Association (IATA) Number:** Number used to identify the travel agent.

**Invitational Travel:** Authorized travel of individuals either not employed or employed (under 5 U.S.C. 5703) intermittently in the Government service as consultants or experts and paid on a daily when-actually-employed basis and for individuals serving without pay or at \$1 a year when they are acting in a capacity that is directly related to, or in connection with, official activities of the Government. Travel allowances authorized for such persons are the same as those normally authorized for employees in connection with TDY.

**Nonemergency After-Hours Service:** Calls requesting travel services not meeting the definition of emergency travel services that occur outside core service hours. Examples of nonemergency travel service requests include, but are not limited to: a) requests for flight schedule information, b) transaction fee questions, c) requests for invoice copy, d) requests to update traveler profiles, e) requests to add frequent flyer information to reservation, and f) requests to change seat assignments

**OCONUS:** Outside of the 48 contiguous States and the District of Columbia.

**Passenger Information:** PNR locators, names, dates of service; ticket numbers; carrier/rental car company/hotel name & code; class of service; base fare/tax/total ticket amounts; departure and arrival airport codes by segment; origin and destination markers; reason codes; lowest available fares; ticket designator; user-defined ID fields, and car rental rate types. Contractors must delete all Personal Identifiable Information (PII) from all GSA reports.

**Passenger Name Record (PNR):** A file in a Global Distribution System or Computerized Reservation System that contains all the pertinent information relating to a specific reservation.

**Per Diem Allowance:** A daily payment for lodging, meals, and related incidental expenses used instead of reimbursement for actual expenses.

**Secure Flight:** The Intelligence Reform and Terrorism Prevention Act of 2004 requires that the DHS conduct preflight comparisons of passengers to Government watch lists. DHS requires travelers to provide gender, date of birth, and passport or number as well as redress number, if applicable, for air and/ or rail reservations.

**Special Publication 800-87 (SP 800-87):** Provides agency organizational codes used under this schedule for reporting purposes. This standard data element may be used for the interchange of

information on federal operations when that information is identified by organization. This publication is available at <http://csrc.nist.gov/publications/nistpubs/index.html>

**Temporary Duty Travel (TDY):** Travel at a place, away from an employee's official duty station, where the employee is authorized to travel.

**Transaction A - Air and/or Rail Ticket with or without Lodging and/or Car Rental Reservations:**

Transaction A fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is issued. The fee includes making and changing arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not refundable if the travel is subsequently cancelled. The transaction fee covers tracking of unused tickets and the processing of refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the itinerary require the issuance of a new ticket. The contractor shall not charge a fee for cancellations made prior to issuance of tickets. Research of travel arrangements, changes to existing arrangements, and air/rail reservations for which tickets are not generated shall not be considered as a Transaction A transaction.

**Transaction B - Lodging and/or Car Rental Reservations:** Transaction B fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangements, changes to existing arrangements, and reservations that are cancelled prior to the check-in date shall not be considered as a Transaction B transaction.

**Travel Authorization:** Written approval to travel on official business.

Blanket or Open Travel Authorization: Written approval to travel on official business for a given period of time, normally 1-year.

Trip-by-Trip: Written approval to travel on official business on a trip-by-trip basis.

**Travel Management Center (TMC) or Commercial Travel Office (CTO):** A company under contract with an agency to arrange travel services for Federal employees on official travel, including tickets and transportation, and reservation of accommodations.

**YCA Fare** – The code used to designate unrestricted coach class contract fares for Government contract carriers. "CA" means "contract award."

**\_CA Fare** – A three-letter code used to identify capacity-controlled coach class contract fares for Government contract carriers. Such codes shall include the letters "\_CA" as the last two characters.

**\_CB Fare** – A three-letter code used to identify capacity-controlled Government contract business class fares.

#### **B.5.2.2 DESCRIPTION OF WORK**

The Contractor shall provide professional travel agent and related services to assist the Government and the ETS/DTS contractors in meeting its travel needs for various types of domestic and international travel (e.g., invitational, TDY, blanket, trip-by-trip). This may include, but is not limited to, the following:

Airline service	Accounting service	Arrangement
Booking	Business services	Car rental service
Commission follow-up	Credit and refund services	Delivery service
Destination services	Documentation Emergency services	Enroute services
Frequent traveler programs	Fulfillment	International services
Invoicing	Itineraries	Lodging service
Messaging	Meeting services	Integration
Onsite/offsite support	Outsourcing Passport services	Performance standards
Policy support	Preferred supplier programs	Profiles
Quality assurance/control	Rail service	Receipts
Reconciliation	Reporting	Reservations
Routing Support services	Ticketing	Training
Transportation services	Traveler services	Technology
Unused ticket accounting	User support	Visa services
Call center services	Operational support	

Typical tasks may include, but are not limited to:

- Arrange and fulfill official travel for individuals and groups
- Ensure travel services are booked with Government contract/agreement holders
- Provide policy support
- Reconcile centrally billed accounts
- Provide management reports
- Provide onsite travel agent services

Agencies will identify specific requirements when following the ordering procedures in FAR 8.4.

Note that work associated with ETS/DTS may require the TSS vendor to provide reports that include but are not limited to air/rail, car, and hotel data.

### **B.5.2.3 SCOPE & COMPLEXITY**

The Contractor shall:

- Provide a full range of services necessary to satisfy ordering agencies' travel management requirements. The Government is seeking services that industry normally accords to its customers.
- Be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide and/or worldwide as specified in the Scope of the Contract (Clause I-FSS-103).
- Be capable of handling multiple task orders simultaneously.

#### **B.5.2.4 GENERAL REQUIREMENTS**

The Contractor shall:

- (a) Provide travel agent services as negotiated and ordered by agencies and as specified herein. The Privacy Act and Service Contract Act apply to travel agent services.
- (b) Ensure that Secure Flight Passenger data is captured in accordance with standard commercial practices.
- (c) Ensure that its company and staff maintain any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. This includes, but is not limited to, adherence to a code of conduct through the Association of Retail Travel Agents or the American Society of Travel Agents, training provided by the Institute of Certified Travel Agents and the Society of Government Travel Professionals, accreditation by supplier organizations such as Airline Reporting Corporation, compliance with State and local licensing requirements, if any, etc. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.
- (d) Provide dedicated Government support similar to what is available to commercial clients.
- (e) Provide a toll-free or collect telephone number for both domestic and international customers.
- (f) Provide high-quality telephone and message handling maintaining a 70/30 level of service, which means that 70% of calls will be answered within 30 seconds or less.
- (g) Provide 24 hours x 7 days/week x 365 days/year service or as requested by agencies.
- (h) Have a method to make reservations when the GDS system is not operating and when reservations must be made on an airline that does not subscribe to a GDS.
- (i) Ensure that travelers have access to and are aware of all Government contract fares and Government preferred suppliers, subject to the restrictions noted below in subparagraph (7), City Pair Program (CPP) Requirements, and per diem rates (unless actual expenses are authorized). Fulfill travel requirements with all Government contract and preferred suppliers.
- (j) Ensure delivery of services provided is in compliance with the Government's travel regulations. This may include, but not be limited to, reservation, booking and fulfillment of travel services with mandatory programs (e.g., Airline City Pair Program), preferred suppliers (e.g., FEDROOMS lodging), car rental (Defense Travel Management Office (DTMO)), and agency-specific policies; and processing credits and refunds for unused, partially used or exchanged tickets. The Federal Travel Regulation (FTR), Joint Travel Regulation (JTR)/Joint Federal Travel Regulation (JFTR) for DoD civilian and military members, Foreign Affairs Manual (FAM), and other applicable travel regulations, and related agency policies regulate the Federal travel process.

- (k) Provide a Quality Control Program (QCP), including automated and automation-assisted quality control processes, to ensure reservations are to the maximum extent possible correctly booked and documented at the point of sale, without re-contacting the traveler or the need for manual post-call (or post-booking) processing by agents. QCP shall ensure all PNRs are evaluated for accuracy, completeness, policy compliance, etc. To the maximum extent possible use of automated file finishing to minimize or eliminate the need for manual intervention in reservations fulfillment. QCP shall include tracking of unused tickets.
- (l) Provide prompt reconciliation of centrally billed accounts. The Contractor shall reconcile centrally billed accounts within 5 business days of the receipt of travel card information, or within a timeframe mutually agreed upon at the task order level. The Contractor shall deliver to each customer agency a monthly commercial standard Charge Card Reconciliation Report to include sufficient transactional detail as necessary to properly associate charges with tracked expenses by the Government.
- (m) Service Level Agreements (SLAs) may be proposed at the task order level to the extent the terms of such agreements do not conflict with the terms and conditions of this Schedule (see paragraph, Order of Precedence, of Clause 52.212-4) and can be used in conjunction with Performance Incentives. SLAs may be negotiated with ordering agencies. An informational copy of all SLAs shall be provided to the GSA Contracting Officer at 1) [onthego@gsa.gov](mailto:onthego@gsa.gov) 2) [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov), with the subject line: SLAs for task order XXX, contractor name and contract number, within 5 business days of execution.
- (n) Provide GSA with task order information for each ordering agency. The Contractor shall develop and maintain a current database of agencies/organizations serviced under this contract. The database shall include, the agency/organization task order number, est. dollar volume of the task order, the agency/organization name; the agency/organization point of contact; and the address; telephone/facsimile numbers and e-mail address (if available) for the point of contact. Within five (5) business days of a request from GSA, the Contractor shall provide a current report of the agency/organization program data.

The Contractor shall provide a copy of all Task Orders and any subsequent modifications to GSA. After receipt of an awarded task order, the Contractor shall provide one complete electronic copy of the task order and its technical and price proposal and all subsequent modifications thereto, to the GSA Contracting Officer or his representative within 10 calendar days after execution. Copies should be emailed to 1) [onthego@gsa.gov](mailto:onthego@gsa.gov) and 2) [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov)
- (o) Provide Government agencies with standard commercial and custom reports as requested. This includes, but is not limited to, pre- and post-trip reporting, travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by travel regulations.

- (p) Provide GSA with data or reports upon request or at a regularly defined interval. All GSA Reporting is at no cost to the Government. All data transferred are owned by the Government. Please note: the Government operates on a fiscal year basis of October 1 through September 30 of each year. The information shall be provided in an ASCII, semi-



colon delimited flat file (or other standard industry format specified by GSA), or at GSA's option to a third-party provider. (Currently the Government is receiving secure data using XML and or "Dataman" on a monthly basis.) Reports or data are due to the GSA Contracting Officer at 1) [onthego@gsa.gov](mailto:onthego@gsa.gov) and 2) [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov) (unless a designated representative is provided) within 15 calendar days of the request. An example of potential data elements, for domestic and international travel (transportation, lodging and car rental) that may be requested shall include only non-PII, but not be limited to those in Attachment 5, Data Elements. Task orders do not supersede GSA's rights under this contract. The Contractor shall provide GSA with data or reports as specified in this contract without requiring or seeking authorization at the task order level. All data is owned by the Government and shall be reported to GSA or its designated data aggregation service provider. All PII information should be removed from GSA reports.

Air travel data must reflect origin and final one-way destination (connections (legs, segments) are not reported). These data are not limited to only the awarded Airline City Pair routes. Contractors must report domestic U.S. city pairs by separate airport codes in alphabetical order, first by city, then by state. [For example, Columbus, GA is before Columbus, OH. Atlanta, GA/Denver, CO and Denver, CO/Atlanta, GA are to be reported only as ATL/DEN, regardless the direction of the travel. Contractors must report international city pairs by city code, alphabetized by US city, then US state, then by international country and city. Travel must be reported using these requirements and sequences, regardless of direction. For example, travel between Washington and London is to be reported as WAS/LON (but not LON/WAS, IAD/LHR, or BWI/LON), regardless the direction of travel or city airport used.

Types of reports that may be requested:

Agency/Government wide reports: Monthly reports that detail Federal Government travel expenditures for a given report period. Domestic and international travel shall be reported separately. For domestic and international travel (transportation, lodging and car rental), reported data elements shall include, but not be limited to, IATA number, Government agency 4-digit code, SIN, report period, number and dollar value of booking transactions, number and dollar value of cancellations, number and dollar value of refunds, number and dollar value of change fees assessed, number and dollar value of other fees assessed, number and dollar value of unused tickets; number of room nights booked by vendor; etc.

Top 100 vendor reports: A summary vendor analysis report that details the quarterly and cumulative booked sales and transactions of the top 100 merchants/vendors, by individual merchant/vendor, city, state, and service type (e.g., air, hotel, car rental, etc.) in total booked dollars and total number of transactions. Domestic and international travel shall be reported separately.

- (q) **Unused Tickets:** The Contractor shall have the ability to redeem unused/partially used tickets (both e-tickets and paper tickets) on behalf of the ordering agency. This includes, but is not limited to, identifying unused tickets, completing necessary forms for their refund, submitting the claim to the carrier, receipt, accounting and reconciliation of the refund, and reporting such activity. Such services can be offered under SIN 599-1000.



- (r) Leisure Travel: The Contractor may include the ability to plan and book leisure (personal) travel conducted in conjunction with official travel provided:
- Leisure travel services are provided at no cost to the Government, including any costs for development, maintenance, operation, customer support, etc.
  - Travelers cannot book City-Pair or other Government-negotiated fares (which are not authorized for personal use) for leisure travel.
  - A method for direct payment by the traveler is provided for personal travel.
  - Travelers may book FEDROOMS rates for leisure travel if the hotel approves.

#### **B.5.2.5 COMMISSIONS**

In accordance with the industry practice of rebating commissions on international air travel, the Contractor shall rebate its airline commissions to the ordering agency to reduce in whole or in part the ordering agency's costs for travel agent fees as negotiated in the task order.

#### **B.5.2.6 E-GOV TRAVEL SERVICE REQUIREMENTS**

In support of E-Gov as specified in agency task orders, the Contractor shall:

- (a) Ensure that products/services provided to participating agencies complement and support the E-Gov Travel Service and its objectives in an efficient and cost-effective manner. The objective of the ETS is to:
- Consolidate travel processes at the Government-wide level;
  - Consolidate travel processes through the common Government-wide E-Gov Travel Service
  - Consolidate data to enable leveraging the Government's travel buying power;
  - Provide an integrated, web-based travel management environment that is customer-centric, self-service, and offers end-to-end travel services from travel planning, reservation and ticketing services through voucher approval and common data output for agency financial systems;
  - Facilitate and simplify the travel process for the Federal traveler, and improve customer service to the Federal traveler; and foster superior customer satisfaction;
  - Accelerate reimbursement of travel expenses to the Federal traveler and to travel charge card vendors;
  - Enable central travel management and make travel procedures configurable at the department, agency, and subordinate organization levels;
  - Minimize or eliminate the Government's capital investment as well as Government-wide operational and maintenance costs;
  - Significantly reduce the cost of Federal travel management to achieve dramatic savings by avoiding unnecessary duplication of automation efforts by the various federal agencies;
  - Provide Government-wide consolidated and aggregated data to support world class travel management and afford greater visibility into Federal travel processes for continued management improvement and cost savings;

- Leverage commercial and Government travel management best practices and adopt commercial standards and practices wherever possible;
  - Maximize the use of open architecture standards, as well as leverage industry standards and commercially available services and support items.
- (b) Work and exchange data with the E-Gov contractor under contract with the Government as specified in the task order. This may include interfacing/integrating with the ETS provider by providing contact information, telephone numbers, file formats/sample PNRs, open branch access/pseudo city codes; participating in subcontractor/teaming agreements; participating in training and/or meetings; non-disclosure agreements; synchronization and security requirements; testing requirements; etc. Unless otherwise mutually agreed to between the E-Gov and TSS contractors, ownership of the PNR shall reside with the ticketing entity. Each ETS contractor's standards for accommodating non-ETS travel agent service providers are provided at Attachment 12, E-Gov Travel Service Standards for Accommodating External Travel Agent Services
- (c) The Contractor must state its understanding that its services, products and processes offered must complement the E-Gov Travel Service for all civilian agencies using the E-Gov Travel. If the Contractor is offering a booking engine in conjunction with its offered services, it must state its understanding that such a booking engine may only be offered to those agencies not participating in the ETS (in full or in part) and/or to those agencies not subject to the Federal Travel Regulation.

#### **B.5.2.7 DEFENSE TRAVEL SYSTEM REQUIREMENTS (DTS)**

While DoD is an authorized user of this schedule, DoD has traditionally contracted separately for TMC/CTO Services. In the event DoD uses this schedule, and in support of its travel system, DTS, the Contractor shall ensure that products/services provided to DoD customers complement and support the DTS and its objectives in an efficient and cost-effective manner as specified in any task order that may be issued by DoD. Information pertaining to working with the DoD is available at the DTS webpage at: [http://www.defensetravel.dod.mil/Sections/DTS\\_Main.cfm](http://www.defensetravel.dod.mil/Sections/DTS_Main.cfm)

#### **B.5.2.8 CITY PAIR PROGRAM (CPP) REQUIREMENTS**

The Contractor shall:

- (a) Ensure that city pair contract fares are booked unless a valid exception applies (see Attachment 4).
- There are currently two types of City Pair coach class contract fares, both of which are fully refundable, with no penalties or change/cancellation fees attached:
    - Dual fare (\_CA) – this fare is capacity controlled, but no other restrictions apply to this fare. When booking this fare, a simple override entry may be required to bypass ticketing requirements. A \_CA fare should be used to the extent practical if it is available and meets the customer's Government travel needs.
    - YCA fare – this fare is an unrestricted coach fare.
  - Though available only to military and Government personnel, DG fares are not contract fares. They are only to be quoted and/or used when one of the exceptions to the contract fares is applicable.

- Where no contract fare exists and common carriers furnish the same service at different fares between the same points for the same type of accommodations, the Contractor shall ensure that travelers use the lowest available fare in accordance with the ordering agency's policies unless the ordering agency determines that the use of higher cost service is more advantageous to the Government. This includes, but is not limited to a:
    - Combination of contract fares; or
    - Combination of a contract fares and the lowest available fare.In addition, the Contractor shall ensure that fare rules are followed in accordance with the Airline Tariff Publishing Company tariffs or as contained in the carrier's contract of carriage for domestic markets, and for international markets, in accordance with the Fly America Act and the International Air Transportation Association tariffs or as contained in the carrier's contract of carriage where no contract fare exists.
- (b) Ensure that only authorized users of the CPP, as specified by the GSA, are given access to contract City-Pair fares. This entails understanding the Government's list of eligible/non-eligible entities (free training will be provided by the GSA on request—contact [onthego@gsa.gov](mailto:onthego@gsa.gov), subject: CPP Training).
- (c) Ensure that Government contractors are not provided access to contract City-Pair fares.
- (d) Ensure that when Government contractors need to travel for a Federal customer, that the travel is arranged using the proper form of payment and account numbering sequence that denotes no access to the CPP.
- (e) Ensure that reason codes stated (Attachment 4) and in Government travel management systems such as ETS/DTS are captured for each air transaction.
- (f) Document and report City Pair usage/non-usage (see also AIRLINE CITY PAIR REPORTS).
- (g) Provide information as to fare availability when dual fares (two coach class contract City-Pair fares) exist for a requested City Pair.

#### **B.5.2.9 FLY AMERICA ACT REQUIREMENTS**

The Contractor shall:

- (a) Ensure that travel is made in accordance with the Fly America Act. This Act requires Federal travelers to use a U.S. flag air carrier service for all air travel funded by the Government except when:
- (i) Use of a foreign air carrier is determined to be a matter of necessity in accordance with Sec. 301-10.138 of the Federal Travel Regulation; or
  - (ii) The transportation is provided under a bilateral or multilateral air transportation agreement to which the United States Government and the government of a foreign country are parties, and which the Department of Transportation has determined meets the requirements of the Fly America Act; or

- (iii) The traveler is an officer or employee of the Department of State, or USAID, and travel is paid with funds appropriated to one of these agencies, and travel is between two places outside the United States; or
- (iv) No U.S. flag air carrier provides service on a particular leg of the route, in which case foreign air carrier service may be used, but only to or from the nearest interchange point on a usually traveled route to connect with U.S. flag air carrier service; or
- (v) A U.S. flag air carrier involuntarily reroutes travel on a foreign air carrier; or
- (vi) Service on a foreign air carrier would be three hours or less, and use of the U.S. flag air carrier would at least double the en route travel time; or
- (vii) When the costs of transportation are reimbursed in full by a third party, such as a foreign government, international agency, or other organization.
- (viii) For travel between the US and another country:
  - (1) If a U.S. flag air carrier offers nonstop or direct service (no aircraft change) from the origin to destination, a U.S. flag air carrier service must be used unless such use would extend the travel time, including delay at origin, by 24 hours or more
  - (2) If a U.S. flag air carrier does not offer nonstop or direct service (no aircraft change) between the origin and destination, a U.S. flag air carrier must be used on every portion of the route where it provides service unless, when compared to using a foreign air carrier, such use would:
    - a. Increase the number of aircraft changes that the traveler must make outside of the U.S. by 2 or more; or
    - b. Extend the travel time by at least 6 hours or more; or
    - c. Require a connecting time of 4 hours or more at an overseas interchange point.
- (ix) For travel solely outside the US, the traveler must always use a U.S. flag carrier for such travel, unless, when compared to using a foreign air carrier, such use would:
  - a. Increase the number of aircraft changes you must make en route by 2 or more; or
  - b. Extend your travel time by 6 hours or more; or
  - c. Require a connecting time of 4 hours or more at an overseas interchange point

#### **B.5.2.10 OPEN SKIES AGREEMENT REQUIREMENTS:**

Under the United States-European Union Open Skies Agreement, community airlines have the right to transport passengers on scheduled and charter flights funded by the U.S. Government, when the transportation is between a point in the United States and any point in a Member State or between any two points outside the United States except when:

- (1) There is a city-pair contract fare in effect for air passenger transportation services, or

(2) Transportation is obtained or funded by the Secretary of Defense or the Secretary of a military department.

A listing of the Member States as found in the U.S.-EU Open Skies Agreement may be accessed via the Department of State's Web site at:

<http://www.state.gov/e/eeb/tra/ata/index.htm>

#### **B.5.2.11 LODGING REQUIREMENTS**

Travelers should always stay in a "fire safe" facility. This is a facility that meets the fire safety requirements of the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a). The Contractor shall book a FedRooms® facility where available, using the XVU Global Distribution System (GDS) rate code, unless one or more of the conditions noted in the lodging reason codes in Attachment 5 exist. (A list of FedRooms® facilities may be found at [www.gsa.gov/fedrooms](http://www.gsa.gov/fedrooms)). If a FedRooms® facility is not available in the location the traveler needs, the traveler's designated travel management system must provide the traveler with a list of alternative facilities that meet the fire safe requirements of the Act. Where FedRooms® facilities are not available, the Contractor shall endeavor to ensure access to reservations for quality lodging within allowable reimbursement limits.

#### **B.5.2.12 FIRE SAFETY ACT COMPLIANCE**

Federal travelers are required to stay in facilities that meet the fire safety requirements of the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a). Fire Safety Act approved facilities can be found at <http://www.usfa.dhs.gov/applications/hotel/>

#### **B.5.2.13 REPORTS**

The following reports shall be provided to the GSA Contracting Officer:

##### **Total Travel Report – Annual:**

The data shall be provided in an electronic commercial format readable in Microsoft Excel and emailed to 1) [onthego@gsa.gov](mailto:onthego@gsa.gov) and 2) [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov). The subject of the email must state "Annual Total Travel Report", the reporting period and the contractor name and contract number. This helps GSA identify your company for a swifter determination of your compliance. Data shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) after each completed Government fiscal year. The first report (**covering date of award – September 20XX**) is due **by October 15, 20XX**. Subsequent reports are to include data for the complete Government fiscal year. Negative reports are required.

Field No.	Field Type	Field Length	Field Name	Comments
1	Text	3	Airport/city pair code 1	First airport; origin; see footnote <sup>1</sup>

<sup>1</sup> Airport codes can be found at <http://www.iata.org/ps/publications/Pages/code-search.aspx>

2	Text	3	Airport/city pair code 2	Second airport; final one-way destination
3	Numeric	10	Number of trips	
4	Text	8	Fare basis code	
5	Numeric	10	Transactions where the FIFTH digit of the travel card is 6, 7, 8 or 9	
6	Numeric	10	Transactions where the FIFTH digit of the travel card is 0, 1, 2 or 3	
7	Numeric	10	Total dollars	See footnote <sup>2</sup>
8	Numeric	10	Dollars where the FIFTH digit of the travel card is 6, 7, 8 or 9	
9	Numeric	10	Dollars where the FIFTH digit of the travel card is 0, 1, 2 or 3	
10	Numeric	10	Total Fees	See footnote <sup>3</sup>
11	Numeric	10	Total Taxes	See footnote <sup>4</sup>

**Agency Travel Report – Monthly:**

The data shall be provided in an electronic commercial format readable in Microsoft Excel and emailed to 1) [onthego@gsa.gov](mailto:onthego@gsa.gov) and 2) [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov). The subject of the email must state “AGENCY TRAVEL REPORT”, the reporting period and the contractor name and contract number. This helps GSA identify your company for a swifter determination of your compliance. Data shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) beginning with **month after contract award**. Negative reports are required.

Field No.	Field Type	Field Length	Field Name	Comments
1	Alpha-numeric	4	Agency / Organization	Agency code
2	Text	2	Carrier <sup>5</sup>	
3	Text	3	Airport/city pair code 1	First airport; origin
4	Text	3	Airport/city pair code 2	Second airport; final one-way destination
5	Numeric	10	YCA Trips	Number of trips with a YCA fare basis code

<sup>2</sup> Sum of total fares (excluding taxes and fees/surcharges).

<sup>3</sup> Total applicable fees/surcharges (when available).

<sup>4</sup> Total domestic/international taxes (when available).

<sup>5</sup> <http://www.iata.org/ps/publications/Pages/code-search.aspx>

6	Numeric	10	YCA dollars	Total YCA fare basis code dollars; excluding taxes and fees/surcharges
7	Numeric	10	YCA Fees	Total YCA fare basis code fees
8	Numeric	10	YCA Taxes	Total YCA fare basis code taxes
9	Numeric	10	_CA Trips	Number of trips with _CA fare basis code <sup>6</sup>
10	Numeric	10	_CA dollars	Total _CA fare basis code dollars; excluding taxes and fees/surcharges
11	Numeric	10	_CA Fees	Total _CA fare basis code fees
12	Numeric	10	_CA Taxes	Total _CA fare basis code taxes
13	Numeric	10	Non CPP Trips	Total Non CPP trips with a fare basis code other than YCA or _CA, reported by fare basis code
14	Numeric	10	Non CPP Dollars	Total on Non CPP fare basis code dollars; excluding taxes and fees/surcharges, reported by fare basis code
15	Numeric	10	Non CPP Fees	Total Non CPP fare basis code fees, reported by fare basis code
16	Numeric	10	Non CPP Taxes	Total Non CPP fare basis code taxes, reported by fare basis code
17	Text	3	Reason Code	Reason code for use/non-use of contract city pair fare usage reported by fare basis code:

**CPP Travel Report – Monthly:**

The data shall be provided in an electronic commercial format readable in Microsoft Excel and emailed to 1) [onthego@gsa.gov](mailto:onthego@gsa.gov) and 2) [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov). The subject of the email must state “CPP TRAVEL REPORT”, the reporting period and the contractor name and contract number. This helps GSA identify your company for a swifter determination of your compliance. Data shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) beginning with **month after contract award**. Negative reports are required.

Field No.	Field Type	Field Length	Field Name	Comments
1	Text	2	Carrier	
2	Text	3	Airport/city pair code 1	First airport; origin
3	Text	3	Airport/city pair code 2	second airport; final one-way destination
4	Numeric	10	YCA Trips	Number of trips with a YCA fare basis

<sup>6</sup> This includes summarized trip data where the first letter of fare basis code(s) for the entire trip, including any connections, is any letter other than “Y” and the second and third letters are “CA”.



				code
5	Numeric	10	YCA dollars	Total YCA fare basis code dollars; excluding taxes and fees/surcharges
6	Numeric	10	YCA Fees	Total YCA fare basis code fees
7	Numeric	10	YCA Taxes	Total YCA fare basis code taxes
8	Numeric	10	_CA Trips	Number of trips with _CA fare basis code
9	Numeric	10	_CA dollars	Total _CA fare basis code dollars; excluding taxes and fees/surcharges
10	Numeric	10	_CA Fees	Total _CA fare basis code fees
11	Numeric	10	_CA Taxes	Total _CA fare basis code taxes
12	Numeric	10	Non CPP Trips	Number of trips with a Non CPP fare basis code, reported by fare basis code
13	Numeric	10	Non CPP dollars	Total Non CPP fare basis code dollars; excluding taxes and fees/surcharges, reported by fare basis code
14	Numeric	10	Non CPP Fees	Total Non CPP fare basis code fees, reported by fare basis code
15	Numeric	10	Non CPP Taxes	Total Non CPP fare basis code taxes, reported by fare basis code

**CPP Audit Report – Monthly:**

The Contractor shall provide a complete electronic report of all common carrier transactions, including refunds and adjustments. This report shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) after all months with account activity, beginning with **month after contract award**, in a format readable in Microsoft Excel and transmitted through a secure Internet site currently under development. **NOTE: Until such time as the site is ready to accept files, the Contractor shall track this information internally and make it available on GSA's request.**

Item	Characters	Name	Description
1	4	Agency/Organization	Agency code
2	Ind. Std.	Acct No.	Charge Card No.
3	4	Issuing Carrier (SCAC)	NMFC Reference
4	20	Passenger name	Name of passenger
5	6	Issue date	Date ticket issued
6	6	Travel date	Date travel commences (each leg traveled)
7	13	Ticket No./Conjunction Ticket	Airline control number and any additional tickets
8	13	Exchange ticket	Reissued ticket
9	2	ARC Carrier Code	Airline reporting corporation code
10	1	Coupon No.	1, 2, 3, 4, 5, 6
11	2	Class service	Class designator
12	3	Origin city	For each leg traveled

13	1	Stopover	(X or O) each leg traveled
14	3	Destination city	For each leg traveled
15	8	Fare basis	YCA, _CA, BDG, etc.
16	4	Flight No.	Flight No.
17	4	Departure time	Time leaving origin
18	4	Arrival time	Time arriving destination
19	8	Total fare	Total fare for all legs traveled
20	5	Fee	Applicable fee/surcharge
21	5	Taxes	Domestic/international
22	8	Total cost	Total fare + fees + taxes
23	20	Reason code	See reason codes in Agency Travel Report
24	8	IATA Code	Travel Agency Number

Refund information shall include the following:

1. Last Name
2. First Name
3. Account number (means the complete travel card number)
4. Airline carrier
5. Original ticket number
6. Credit ticket number

For audit and refund reporting, the transaction information shall be through electronic means (e.g., secure web access, secure FTP transfer) as mutually agreed to. In instances of dispute, actual documentation may be required.

#### **Lodging Report – Monthly:**

The Contractor shall provide a list of hotel data elements for all Government traveler hotel bookings per each individual passenger name record (PNR). The data shall be provided in an electronic commercial format readable in Microsoft Excel and **emailed to 1) [onthego@gsa.gov](mailto:onthego@gsa.gov) and 2) [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov)**. The subject of the email must state “LODGING REPORT, the reporting period and the contractor name and contract number”. This helps GSA identify your company for a swifter determination of your compliance. Data shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) beginning with **month after contract award**. Negative reports are required.

The data must include all Government traveler hotel bookings under FedRooms® rate code and all bookings at Non- FedRooms® rates (e.g. GOV, MIL, and TMC specific). FedRooms® uses the secure rate access code of “XVU” for all rooms booked exclusively under the Government-wide lodging program. This data shall cover all FedRooms® and Non-FedRooms® bookings within the Continental United States (CONUS), Non-Continental US and Overseas Non-Foreign areas, and Non-US Overseas locations (OCONUS). All GSA reporting is at no additional cost to the Government.

A list of all FedRooms® facilities may be found at [www.gsa.gov/lodging](http://www.gsa.gov/lodging) (updated on or about the 1st and 15th of each month).

Data fields required are:

Field No.	Field Name	Comments
1	Agency / Organization	Agency code
2	Hotel Chain Code	
3	Hotel Name	
4	Hotel City	
5	Hotel State	2 letter abbreviation
6	Hotel Zip Code	5 digit
7	Rate Code	(E.g. XVU, GOV, MIL, TMC Specific)
8	Daily Room Rate	
9	Reason code (lodging)	From FTR if FedRooms® rate code (XVU) was not considered. No code necessary for XVU bookings. List only one exception code per each NON-XVU booking, using code identifier 01 through 06 from TSS Attachment 5.
10	Reserved check-in date	
11	Reserved check-out date	
12	Booking Source	(E.g. Sabre, Apollo, Worldspan)
13	GDS Hotel ID	Could be alpha, alpha numeric, or numeric

#### B.5.2.14 CAR RENTAL

When authorized to use a rental vehicle for TDY purposes, the Contractor shall ensure that the traveler is informed that he/she must rent a vehicle from a vendor that participates in the Defense Travel Management Office (DTMO) Government Rental Car and Truck Program, unless he/she is OCONUS, and/or no agreement is in place for the his/her TDY location. DTMO administers the programs through car and truck rental agreements with participating vehicle rental companies. For more information on the U.S. Government Rental Car or Truck Programs, go to <http://www.defensetravel.dod.mil/site/rental.cfm>. The DTMO has negotiated rental car agreements that include automatic unlimited mileage, collision damage insurance and fixed ceiling rates. The Contractor shall ensure that the traveler is informed of any insurance requirements.

#### B.5.2.15 TRANSITION REQUIREMENTS

The Contractor shall maintain an adequate knowledge base of the Government's Travel Program to effectuate the transition with minimal disruption. Cooperative, orderly and seamless transitions are crucial to the Government's mission requirements. Failure to transition in accordance with the requirements may be cause for termination for cause, both at the task order and/or master contract levels.

The Contractor shall furnish phase-in training to agencies/organizations transitioning to a task order and exercise its best efforts to effect a cooperative, orderly, and seamless transition from

the current Travel Management Center provider. This shall include a cooperative and professional arrangement with the incumbent as well as agencies/organizations.

The Contractor shall, upon written notice, furnish phase-in, phase-out services for up to sixty (60) business days prior to the expiration date of the task order. The Contractor shall provide sufficient, experienced personnel during the phase-in, phase-out period to ensure that there is no diminution in the quality of services provided under its task order.

(a) Records Transfer: The Contractor shall provide to the successor Contractor copies of all bookings and Passenger Name Records (PNR) taken on or before the task order or contract expiration date, for travel taking place after the termination of the contract/task order. In addition, the Contractor shall provide the successor Contractor with all agency/organization profiles and all Federal traveler sub-profiles as well as all Federal travel preference profiles currently in possession of the Contractor.

(b) Reservations: The Contractor shall book all requests it receives prior to contract expiration regardless of the date of commencement of travel. Prior to the transition date, and for a window of time defined by the customer agency, the Contractor shall issue tickets for booked travel that commences after the transition date.

(c) Reconciliation: The Contractor shall reconcile each account balance and settle each transaction dispute within 180 calendar days of the completed agency/organization transition.

The Contractor shall ensure that any change brought about by technological advances is effectuated in a smooth, seamless manner, with minimal disruption to the travel program. The Contractor shall coordinate any technological transition with the participating users at least 90 calendar days prior to transition.

#### **B.5.2.16 TECHNICAL PROPOSAL INSTRUCTIONS**

The technical proposal section is comprised of factors relating to the offeror's ability to perform. Offerors shall prepare and compile the information listed under each factor listed below and clearly label the response to each factor.

##### **FACTOR 1 – TECHNICAL CAPABILITY**

Technical Capability is the primary determining factor of an offeror's ability to perform. Offerors shall describe how they meet or plan to meet all mandatory requirements in the Statement of Work (SOW). The Government will review proposals to determine that the offeror has adequately demonstrated an understanding of and the ability to meet the Government's requirements. Offers demonstrating ability to perform will be determined "technically acceptable". Proposals that merely restate the contents of the Statement of Work (SOW) or simply state they will comply with the SOW will be deemed unacceptable.

Offerors shall describe how they meet or plan to meet all mandatory requirements in the SOW, including, but not limited to, describing:

- Quality Control Procedures (systems used, controls, keeping agents current, etc.) to assure compliance with travel policies and prices established through U.S. Government contracts and/or agreements with its travel suppliers,
- Ability to perform automated reconciliation of charge card accounts;
- Handling and tracking of unused tickets
- Handling and tracking of non-refundable tickets
- How they will handle reservations when the GDS is not available and for airlines that may not participate in a GDS
- Understanding of the government travel programs, (Airline City Pair contracts, FedRooms® etc.) such as circumstances when the contracts and/or agreements the U.S. Government establishes with its travel suppliers will not be used
- How they will capture required data, assure traveler compliance etc. as they relate to the various government travel programs (including exception codes for non-use of Airline City Pair contracts, FedRooms®, use of other than coach class).
- How they will meet the various technical requirements such as interfacing with ETS/DTS providers, providing data to third party source, capturing data for reporting purposes, etc.
- How their services, products and processes complement the E-Gov Travel Service (ETS) for all civilian agencies using the E-Gov Travel. If a booking engine is offered in conjunction with its offered services, offeror must clearly state it will only be offered to those agencies not participating in the ETS (in full or in part) and/or to those agencies not subject to the Federal Travel Regulation.
- Describe the generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records.
- Describe how they will handle after hours and/or emergency travel.
- Describe how new accounts are implemented, milestones, training, account set-up.

#### **ADDITIONAL SUBMISSION REQUIREMENTS**

It is standard commercial practice for travel agencies to offer suppliers it has a commercial arrangement with. For the Government's program, it is important to use the contracts and/or agreements the U.S. Government establishes with travel suppliers—i.e., airline city pair carriers (YCA, \_CA fares), FedRooms® lodging providers (XVU rates), and car rental firms under the DTMO car rental agreements.

The offeror shall:

- Disclose the travel suppliers it has a commercial arrangement with to include Global Distribution Systems, airlines, lodging, and car rental firms.
- Provide certificate of completion of the online course "Pathways to Success"
- Provide evidence of any current and future programs that support environmentally responsible practices relevant to their operations.

Page limit - 20 pages

#### **FACTOR 2 – CORPORATE EXPERIENCE**

Offerors shall submit a narrative description describing their experience in providing services over the past two (2) years. Describe two (2) projects, similar in size and complexity to the effort contemplated herein (at least \$25,000) and in sufficient detail for the Government to

perform an evaluation of the specific SIN offered. All examples of offered services must be relevant and have been found to be acceptable by the client. At a minimum, the offeror shall provide the following information:

- Project/Contract Name
- Project Description
- Dollar Amount of Project
- Project Duration, including the original estimated completion date and the actual completion date
- Point of Contact and Telephone Number

Projects must include a summary, a detailed description of the work performed and results achieved; proposed and actual milestones, tasks or deliverables and explanations for any delays; methodologies, tools and/or processes used in work performance; and problems encountered and corrective actions taken. Include description of requirements to adhere to company travel policies, reconciliation of charge card accounts and other processes that are similar in complexity to the government travel requirements. Page limit – 5 pages

Offerors with no relevant corporate experience may provide summary descriptions as described above of travel agent services projects worked on by current staff members before being employed by the offeror. However, the offeror must clearly and conspicuously state that current staff member experience is being substituted for relevant corporate experience. Offerors who substitute current staff member experience for corporate experience must identify the current staff member as key personnel in their proposal.

**NOTE:** The Government reserves the right to contact customer references and to use *any* information discovered in the process of evaluating the offer. In order for the offeror to achieve an “acceptable” rating, the work described in the projects must demonstrate the successful completion of tasks which were of a similar or greater complexity to the types of tasks described in the statement of work and proposed to be accomplished by the offeror.

#### **FACTOR 3 – MANAGEMENT CAPABILITIES**

The offeror shall describe their management approach in narrative format. At a minimum, the offerors shall address the following points:

- Identify the key personnel to be assigned to this contract and supply resumes to include technical expertise, background, experience, and current job functions (resumes will not be included in the 5 page limit).
- Describe how key personnel will handle their workload as well as how multiple task orders and oversight will be managed as it pertains to the services solicited.
- Submit a current organizational chart, describing the various key positions and how they will be staffed, as well as your firm’s training and recruiting practices as it relates to this SIN.
- Describe how your firm will manage contract requirements, including reporting.

Page Limit – 5 Pages

#### **FACTOR 4 - PAST PERFORMANCE**

The Offeror shall demonstrate it has an above-average level of past performance history in managing significant projects and contracts. The Offeror must contact Open Ratings, Inc. requesting a Past Performance Evaluation. Evaluation must have been made within the last two years. Requests should be made at least three weeks prior to submission of the offer to GSA. Any Offeror that does not receive a past performance evaluation from Open Ratings, Inc. will be found unacceptable for this factor and the offer will be rejected. Offerors are reminded that they are responsible for payment of \$175.00 (at the Offeror's expense) to Open Ratings, Inc. Orders should be placed on-line at [www.ppereports.com](http://www.ppereports.com). When completing on-line order, request one copy of the report to be sent to the attention of:

GSA/FAS/QMAD  
TSS Team  
2200 Crystal Drive, Suite 300  
Arlington, VA 22202  
e-mail: [onthego@gsa.gov](mailto:onthego@gsa.gov)

If the Offeror has a current (within the last two years) completed Open Ratings Report, please include a copy with the offer to GSA.

#### **Pathway to Success**

A prerequisite is the successful completion of the "Pathway to Success" education seminar. Vendors may attend either a live presentation or complete the web based presentation posted on the [Vendor Support Center \(VSC\)](#) under the "Vendor Training" tab. Pathway to Success is designed to assist prospective GSA Schedule contractors in making informed business decisions as to whether obtaining a GSA Schedule contract is in their best interests. The presentation provides background information on the GSA Schedules Program and encompasses a variety of other topics, including:

- What are GSA's expectations for a vendor to become a successful Schedule contractor;
- How to compete and succeed as a GSA Schedule contractor in the government marketplace;
- How to develop a GSA Schedule-specific business plan; and
- How to submit a quality offer, the proposal submission process, and the GSA Schedule solicitation.